

SANDY CITY  
APPROVED POSITION SPECIFICATIONS

I.	<u>Position Title:</u> Operations Secretary - Public Utilities	<u>Revision Date:</u> 06/04
		<u>EEO Code:</u> Admin. Support
		<u>Status:</u> Non-Exempt

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direct supervision of the Operations Manager, provides support for the Public Utilities Operations Division; handles office correspondence, maintains records, communicates with the public, distributes work order information, and performs other related clerical duties.

III. Essential Duties

- Performs working level secretarial and clerical duties; takes dictation by shorthand or machine and transcribes to draft or final copy as appropriate.
- Opens, stamps received, screens, sorts, and distributes mail and inter-office correspondence
- Receives telephone calls from customers and the public and provides information requiring an understanding of department operations and policies.
- Performs dispatching needs for field operations requiring use of radio and other communication equipment.
- Completes data entry for the department and pulls reports for managers and supervisors.
- Maintains filing system and other areas containing department records.
- Updates department telephone lists for staff and outside organizations.
- Receives telephone calls, radio calls and walk-in traffic.
- May handle specially assigned administrative tasks as directed by the Public Utilities Director or Operations Manager.
- Organizes department binders and booklets for department meetings, presentations, etc.
- Performs word processing, including memorandums, letters, mailings and brochures.
- Performs general office duties, including copying.
- Coordinates road cut permits as needed with Public Works Department.
- Logs complaints and dispatches as needed.
- Orders signs and barricades as directed by supervisors or crew leaders.
- Calls in Blue Stakes requests and maintains a log with pertinent information.

IV. Marginal Duties

- Performs other duties as assigned.

V. Qualifications:

**Education:** The equivalent of one year full year full time clerical training through a secondary or post-secondary vocational program.

**Experience:** Two years prior experience in secretarial activities with demonstrated competence; may substitute education and experience on a year-for-year basis.

**Knowledge of:** Correct English usage, spelling, vocabulary, and arithmetic; clerical and general office practices, procedures and equipment; AS 400/, word processing, spreadsheet and database software currently in use by City personnel.

**Communication Skills:** Ability to communicate effectively verbally and in writing using proper grammar and spelling; ability to professionally furnish information; ability to work effectively as a team member; ability to serve citizens and contractors.

**Equipment Operation:** Type 50 wpm; requires regular use of a computer (using word processing and spreadsheet software), printer, copier, fax, telephone system and two-way radio; occasional use of 10-key adding machine and ability to perform basic arithmetic.

**Analytical Ability:** Ability to organize one's own time; ability to prioritize tasks; must work well under pressure and impending deadlines; establish effective working relationships with employees and the public.

VI. Working Conditions:

Moderate mental effort is required daily; moderate mental pressure and fatigue exist during a normal workday due to constant exposure to deadlines; moderate physical exertion is present because of moderate stooping and kneeling required.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PERSONNEL DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_